1999
Uniform Business Office Conference

TRICARE
TRICARE Management Activity

UBO Best Practices: Tri-Service Success

3 August 1999

Presented by
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Executive Director
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Office of the ASD (Health Affairs)

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The Organization

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What is the TRICARE Management Activity ?

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The Benefit

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What is TRICARE ?

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A Year at a Glance...

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Total Beneficiaries	**8,300,000**
Prime Enrollees	**3,300,000**

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A Week at a Glance...

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Admissions: 10,000

Dental Procedures: 674,000

Out-Pt Visits: 898,000

Claims Process: 519,000

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Consumers' Expectations

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F R E E

P E R F E C T

N O W

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TRICARE: Beyond the Horizon

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The Past is Prologue

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The Past is Prologue...

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Care Worldwide

Care in the MTFs

Viable MCSCs

Quality Benefit

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The Past is Prologue...

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TRICARE's Seven Imperatives

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1. **Make TRICARE Work in Support of Readiness**

2. **Surpass Members Expectations - Be the Preferred Health Plan for Military Families**

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TRICARE's Seven Imperatives

4. **Optimize MTF Capacity and Recapture Care**

5. **Work as Tri-Service Team with Contractors as Teammates**

6. **Be Recognized as the World's**

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TRICARE's Seven Imperatives

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7. Move Smartly to Best Business Practices - Be Competitive

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Best Business Practices

- **Improvements in Data Quality**
- **Workload Standardization**
- **Improved Access**
- **Claims Simplification**

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TRICARE: Beyond the Horizon

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“The secret to success is not predi
the future… It is creating an orga
that will thrive in a future that ca
predicted”

Michae